

Journal of Philosophy of Education Complaints Procedure

This procedure applies to complaints relating to content, policy or procedures that are the responsibility of the Journal of Philosophy of Education (JOPE) or its editorial staff. The journal aims to respond quickly, courteously, and constructively. The procedure outlined below is intended to be fair to those making complaints and to those complained about.

Definition of ‘Complaint’

Any complaint must relate to content, procedures or policies that are the responsibility of JOPE or its editorial staff. We deem a complaint to be:

- anything defined as a complaint by the complainant and
- anything that we believe to go beyond an expression of disagreement with a decision and that identifies a perceived failure of process or significant misjudgement

Making a Complaint

Complaints should be emailed to JOPEDU.editorialoffice@oup.com and will be dealt with confidentially.

Complaints are first reviewed by the journal’s Executive Editor, who, if he/she/they deem the complaint to have merit *prima facie*, will refer the complaint for consideration by the Journal’s Complaints Panel, which consists of one Co-Editor and two members of the Editorial Board. The Panel will investigate the complaint and make a recommendation to the Executive Editor about appropriate action. If during the process, the Executive Editor and/or the Complaints Panel meets with the complainant, the complainant may bring a supporter or representative. The final decision about the merits of, and response to, any complaint rests with the Journal’s Executive Editor.

If a complainant is unsatisfied by the Executive Editor’s decision, the complainant may file a complaint with the Philosophy of Education Society of Great Britain [<link to procedure here>](#).

If the complainant continues to be unsatisfied, they may take the complaint to an external body, if that body has relevant oversight.

Complaints pertaining to matters not under the control of JOPE’s editorial staff will be forwarded to the Journal’s publishing manager at Oxford University Press.

Complaints about the journal that are sent directly to the Chair of PESGB or to Oxford University Press will usually be referred to the journal’s Complaints Panel.

Complaint timelines

All complaints will be formally acknowledged within seven working days.

If possible, a full response will be made within four weeks. If this is not possible, an interim response will be given. Further interim responses will be provided until the complaint is resolved.

Where we consider a complaint to be vexatious or the result of a coordinated campaign, we reserve the right to reply outside of the suggested time frames, and we may not respond to all complainants individually.